

<Begin Survey> Accepted 1/29/2018

**For the following questions, please think specifically about your experience with reporting your recent issue to the USPS® and any subsequent contact you had with the USPS® regarding that issue.**

1. Overall, how satisfied are you with the quality of service you received in response to the issue?

- Very satisfied  
Mostly satisfied  
Somewhat satisfied  
Somewhat dissatisfied  
Mostly dissatisfied  
Very dissatisfied

2. Thinking about the service you received in response to this issue, how likely are you to recommend the USPS® to a friend, family member, or colleague?

**Please use the 0 to 10 scale below, where 0 means Not at All Likely and 10 means Extremely Likely.**

- 0=Not at all Likely  
1  
2  
3  
4  
5  
6  
7  
8  
9  
10=Extremely Likely

3. What is the primary reason behind your rating? (*Comment*)

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4. Now thinking about the customer service representative who contacted you with a resolution to your issue, how strongly do you agree or disagree with the following statements?

### The customer service representative...

[illegible]

5. To date, approximately how many times have you contacted the USPS® regarding this issue?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4 or more
- ☐ Don't know

6. Approximately how many business days after you submitted your issue were you first contacted by the USPS®?

0=Same Day	12	23
1	13	24
2	14	25
3	15	26
4	16	27
5	17	28
6	18	29
7	19	30 or more
8	20	I was never contacted
9	21	
10	22	
11		

7. And how many business days after you submitted your case were you contacted by the USPS® with a potential resolution to your case?

0=Same Day	12	23
1	13	24
2	14	25
3	15	26
4	16	27
5	17	28
6	18	29
7	19	30 or more
8	20	I was not contacted by USPS
9	21	with a potential resolution to
10	22	my case
11		

8. Was your case resolved successfully?

- Yes, it was successfully resolved
- No, it was not successfully resolved

If Question 8 No then 8a

8a. We are sorry your issue has not been resolved. Please tell us what you plan to do next regarding this issue.

Call the USPS®

Visit a local post office

Visit USPS.com®

Email the USPS®

Talk to my local mail carrier

Use another shipping service

Do nothing

Something else (Comment)

**We only have a few more questions to ask. This information is necessary for analysis of the study and will not be used in an identifiable manner.**

**9. What is your gender?**

**Female**  
**Male**  
**Prefer not to answer**

**10. What is your age?**

**(Comment) or prefer not to answer**

**11. Was the subject of your issue primarily business or personal related?**

**Business**  
**Personal**

**If Question 11 = Business then Question 11a.**

**11a. Approximately how many people are employed in your business?**

**1 - 4**  
**5 - 10**  
**11 - 100**

**101 - 249**  
**250 +**  
**Don't know**